

**'Preservation and Disaster Planning in New Zealand
Newspaper Libraries'**

by

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Submitted to the School of Information Management,
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in partial fulfilment of the requirements for the degree of
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**VICTORIA UNIVERSITY OF WELLINGTON
School of Information Management**

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**'Preservation and Disaster Planning in New Zealand
Newspaper Libraries'**

(hereafter referred to as 'The MLIS Research Project')

being undertaken by

Lesley Helen Longstaff

in partial fulfilment of the requirements of the degree of
Master of Library and Information Studies,
School of and Information Management, Victoria University of Wellington.

Topic Commencement: **September 2004**

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1.0 The Problem

1.1 Rationale

Newspapers are one medium through which people are informed and communicate with each other about the issues and news of the present. They are also an important source of information for journalists, historians and other people interested in learning from events and attitudes of the past. Their text and pictures are sometimes reproduced, especially those relating to significant historical events or people, in newspapers, television, and books. In order for them to be used, however, they must be preserved in some way and then made accessible to those wishing to use them.

Most libraries are interested in preserving their holdings although there may be obstacles to them doing so. Decisions must be made about prioritisation and what funding and other managerial resources are put into preservation functions. If inadequate organisational resources are directed to the preservation of the library's holdings the organisation risks losing some of those holdings through the natural deterioration of materials as well as through disasters including fires, water damage and theft.

The primary objectives of most newspaper publishers are to generate profits and to break the latest story. For those who give preservation any consideration it is only a secondary concern. Some newspaper publishers have libraries or archival collections of previous issues of their newspapers and copies of photographs published in the newspapers. Newspaper libraries exist to provide a research and reference service to the newspapers with which they are associated and consideration of preservation issues for the library's holdings, including newspapers and photographs, is secondary to this main function.

Libraries provide an important service by attempting to meet the informational needs of their clients either by providing the information needed from their own holdings or by supplying clients with potential alternatives for locating the required information. In special libraries, such as newspaper libraries, the informational needs will cover a wide subject area but will often be highly specific. It is important for the publisher to retain the products of the newspaper's publication, such as the newspapers themselves, clippings files and photographs to meet these needs. For journalists the newspaper library's holdings are invaluable for providing background information and local reaction

on significant events such as the anniversaries of the conquering of Mt Everest and the end of World War Two or even for the newspaper; providing important biographical information on the lives of prominent New Zealanders on their deaths; providing detail on crimes which may be revisited for some reason. Without the newspaper library's holdings journalists must rely solely on other sources for their information and risk overlooking previously published but forgotten information, which could be significant. For a newspaper publisher to not retain its newspapers and photographs is to limit the information journalists have access to and thus are able to provide to the public.

Many newspaper libraries have extensive textual and photographic resources. Increasingly these resources are in both physical and digital formats. Both formats are of value and both have preservation vulnerabilities to be managed. These preservation issues may sometimes be overlooked. Planning to minimise the effects of potential disasters may also be neglected. The extent and nature of preservation and disaster planning in newspaper libraries in New Zealand today is unclear.

This research project explores preservation and disaster planning relating to physical resources in New Zealand newspaper libraries. Managerial issues such as impediments and incentives to newspaper libraries having preservation strategies, newspaper frequency as well as staff size and attitudes towards preservation are examined. Preservation issues such as environmental conditions and security and handling practices are covered and details of preservation strategies and their prevalence are also explored.

1.2 Theoretical Framework

There are two theories relevant to this research on the extent and nature of preservation in New Zealand newspaper libraries. One, Contingency Theory, relates to the variables involved in organisational decision-making while the other, Risk Management Theory, looks at how people or organisations should approach managing risk. In combination they provide context for the decision-making process for the various stages of disaster planning and resource preservation.

In an essay on the World Institute for Disaster Risk Management website Bieri states that "risk in a project, in a program, or simply while pursuing a goal is a measure of the inability to achieve the

objectives within cost, schedule, and the surrounding constraints". Thus he defines risk as "the product of the probability of a defined circumstance occurring and the consequence of the occurrence of said circumstance". Risk is unavoidable and risks will "continuously evolve and change", however, managing risk is the "essence of any decision-making process" (Bieri, 2002, 3).

According to Pember, Risk Management Theory identifies five basic stages for risk management.

These are:

- acceptance of risk and mandate from top management;
- identification and assessment of risk and development of worst case scenarios;
- elimination or minimisation of potential risks;
- creation of formal disaster plans;
- transfer of risk (Pember, 1996, 32).

The most important of these is the acceptance, especially by an organisation's management, that there is risk to be addressed and managed. In her discussion of information disaster planning, Pember emphasises the importance of such planning and also the importance of disaster planning support by management. She explains that it is "important to integrate the process of information disaster planning into corporate risk management" so that it becomes part of the whole organisation (1996, 32). Pember further points out, however, that "as a standalone project, information disaster planning is likely to suffer from a lack of perceived importance in the organisation, and support and commitment will be correspondingly low" (1996, 32).

Newspaper publishers are primarily concerned with current events, not with the preservation of resources. Because of the lesser importance of preservation there is likely to be little corporate support for developing a preservation strategy for a newspaper library. Managerial resources put towards preservation and disaster planning may only be token gestures. When a disaster strikes a newspaper library, a disaster plan or a preservation strategy to deal with the event and subsequent recovery, even if one exists, is of no use if nobody, other than the library's staff, knows about it, approves of it, or is able to implement it.

From this, it may be concluded that unless an organisation's administration accepts that risk exists, that risk is worth addressing, and the administration supports the management of risk, any proposed management of risk, such as disaster planning, is unlikely to succeed. Also, any stages which follow Pember's first stage of management's acceptance of risk are all tasks that can only be fully realised with the support of an organisation's management.

A contingency approach or perspective in management states that situational variables are recognised and responded to as they arise. Risk may be part of this. However, other factors are involved in Contingency Theory as Fry and Smith discuss (1987). Some of these may include the size of an organisation and its staff, the economic and staff resources available to deal with a situation, and also the technology available (Robbins et al, 2000, 20-22). Primarily, Contingency Theory stresses that there are no simplistic or universal rules which apply to all situations. Two organisations may face the same decision but make different choices based on the variables mentioned above as well as other factors such as organisational goals.

The existence of a preservation strategy or a disaster plan, then, would mean the organisation has accepted there is a situation that needs addressing. The organisation's management would have weighed the costs of risking continued operation without such a plan or strategy against those of developing one.

If a unit within an organisation, such as a library within a publishing organisation, were to create a strategy or a document for disaster planning and preservation that is not recognised as worthwhile and supported by the higher management, Pember suggests the plan may struggle to be effective. This may be due to such factors as staff and economic constraints because management, in refusing to accept the possibility of a disaster occurring, does not allocate appropriate resources to the plan (1996, 32). In other instances organisations may recognise risk, but decide they can continue to operate without disaster plans or strategies in place as the perceived risk is small or the cost of preventing or planning for it is too great.

Organisations which support the creation of disaster plans before the need for them arises are proactive, while those organisations which create plans and strategies after they have been needed are reactive (Pember, 1996, 31). However, as Contingency Theory states, there are many factors to consider when incorporating such plans and some organisations may conclude that a disaster plan is not a viable option based on the likelihood of a disaster occurring and the amount of financial and managerial resources required to develop and maintain the plan. Pember points out that “a lack of top management support” is considered a significant hindrance to disaster planning (1996, 32). Therefore a plan must be supported by management for it to be fully effective when needed.

This project will use Contingency Theory and Risk Management Theory to frame the discussion of the extent and nature of preservation and disaster planning in New Zealand’s newspaper libraries.

1.3 Research question and sub-questions

As I noted at the end of section 1.1, the extent and nature of preservation and disaster planning in New Zealand newspaper libraries is unclear. This research seeks to answer the question:

What is the extent and nature of preservation and disaster planning for physical resources in newspaper libraries in New Zealand?

From this question three sub-questions were developed:

1. What management issues affect the existence of preservation strategies and disaster plans in New Zealand newspaper libraries?
2. What preservation issues do New Zealand newspaper libraries face?
3. What proportion of New Zealand newspaper libraries has preservation strategies or disaster plans?

These questions give rise to a number of related specific questions:

1. What management issues affect the existence of preservation strategies in New Zealand newspaper libraries?
 - a. What impediments are there to newspaper libraries having preservation strategies?
 - b. What factors promote preservation strategies in newspaper libraries?
 - c. Do staff size and experience affect preservation options?

- d. Does newspaper publication frequency affect preservation strategies?
 - e. Do newspaper publishers' or library staff attitudes influence whether a newspaper library has a preservation strategy?
 - f. Do newspaper libraries rely on the national and public libraries for preservation?
 - g. What strategies could be implemented to enhance preservation practices in newspaper libraries in the future?
2. What preservation issues do New Zealand newspaper libraries face?
- a. For what physical resources are newspaper libraries responsible?
 - b. In what environmental conditions are resources housed?
 - c. What handling and security practices are observed in newspaper libraries?
 - d. How worthwhile do newspaper libraries perceive preservation to be?
3. What proportion of New Zealand newspaper libraries has preservation strategies?
- a. What proportion of libraries has experienced a disaster?
 - b. Do newspaper libraries have formal or informal preservation strategies? Why?
 - c. How detailed are formal preservation strategies?
 - d. What practices are involved in informal preservation?
 - e. What factors cause newspaper libraries to adopt formal preservation strategies?
 - f. What proportion of newspaper libraries is considering implementing a formal preservation strategy?

1.4 Definition of Terms

In this research the following definitions will apply:

Disaster: An adverse, unexpected event that threatens the safety of people and/or damages or threatens to damage a library building or the collection, contents, facilities or services offered (Harvey, 1993, 119; Matthews and Eden, 1996b; Wellheiser and Scott, 2002, 5). For the purposes of this research a disaster refers to a wide range of sizes and severities and includes such things as mould, floods or water damage, fires, earthquakes, explosions, mutilation of resources and theft. These can affect an entire

collection or a few items and the severity of the disaster is determined by the rarity and importance of the items damaged to the collection.

Newspaper:

A serial publication which is mainly designed to be a primary source of written information on current events, either local, national, or international in scope. It contains a broad range of news on all subjects and activities and is not limited to any specific subject matter. Newspapers are intended either for the general public or for a particular ethnic, cultural, or national group. Newspapers usually appear without a cover, with masthead, and are normally larger than 12 x 17 inches (297mm x 420mm). The individual parts are listed chronologically or numerically and usually appear at least once a week (Library of Congress, 1993).

For the purposes of this research publications dedicated solely to advertising or horse racing will not be included as they do not fit in with the portion of the above definition referring to "a broad range of news". The single most defining characteristic of newspapers is that they must contain news and current events.

Newspaper library: A library associated with, and serving, one or more newspapers. It may also be called a corporate library or a newspaper research library (Fitzgerald, 1988). Public and national libraries with large collections of newspapers gathered as part of a legal deposit programme or as part of a local history collection may also be called newspaper libraries, but these are not included in the definition for this research. For the purposes of this research the term will be used to include the archive or storage area for the publication products (e.g. newspapers and photographs) and the person or people responsible for their maintenance or their disposal where no official library exists.

Preservation: Term used to encompass all managerial and financial considerations associated with keeping a collection in good condition. These include "storage and accommodation provisions, staffing levels, policies, techniques and methods involved" in preserving materials and the information contained in them (Harvey, 1993, 6). For the purposes of this project the term will be used in reference to "storage and accommodation provisions", "staffing levels" and "policies".

1.5 Limitations of the Study

1.5.1 Assumptions

- That newspapers hold collections of physical published products, including but not limited to, back copies of newspapers, photographs and negatives
- That newspaper publishers which keep their own published products have someone assigned to maintain this collection or will have a library
- That the published products of newspapers are retained by an organisation such as a public library if not retained by the newspaper itself

1.5.2 Delimitations:

- Libraries with newspaper collections that are not newspaper libraries, such as public and academic libraries were not surveyed
- Only libraries associated with and serving newspapers were surveyed
- Only preservation and disaster planning issues were researched. No other policy issues were considered which may have meant the interpretation of data was not made with a complete knowledge of the context
- Only newspaper libraries in New Zealand were surveyed
- Publications dedicated solely to advertising or horse racing were not included as they do not have a “broad range of news” as mentioned in the definition of newspaper above
- Preservation of physical collections was the main focus so electronic and digital concerns were covered only peripherally and could be a future research topic in their own right
- Observation of preservation practices in newspaper libraries did not occur

1.5.3 Limitations:

- Participants may not have wished to reveal sensitive information or may have been reluctant to reveal they do not have policies in place resulting in a low return rate or incomplete surveys
- A usable response rate of 24% meant that results were not able to be generalised across all groups but could indicate industry trends
- Time constraints of the participants negatively affected the response rate and the completeness of answers and willingness to be interviewed

- Low numbers of participants willing to be interviewed meant that trends could not be fully explored
- Scheduling constraints and technical difficulties further reduced the pool of people to be interviewed as explained in section 3.6
- Respondents misinterpreting survey questions and the researcher misinterpreting their answers could have influenced results, however care was taken to interpret answers according to respondents' intentions
- There was potential for biased responses due to respondents knowing the researcher, who works in a newspaper library, however, it was found that this was not the case due to the anonymity of survey responses and the generosity of information provided during the interviews

2.0 Review of Related Literature

2.1 Introduction

Literature on the preservation of library resources is extensive. Most is concerned with how to preserve books and, to a lesser extent, other resources, such as maps and photographs, which are held in public or academic libraries. Preservation of library resources has been written about and debated for decades. Significant attention was generated in the 1950s and 1960s after the revelation that large numbers of books in libraries were self-destructing due to the interaction of chemicals in the ink and binding and the influence of environmental conditions. The most significant factor in the self-destruction of books at this time was recognised as the poor quality of the paper used in books published after 1850. Concerns were further increased after the floods in Florence, Italy in 1966 (Harvey, 1993). Examination of the deterioration of books in other countries followed.

Recent research on the preservation of library resources has been conducted with survey questionnaires or case studies and interviews. Two recent studies have focussed on disaster planning (Matthews and Eden, 1996a; Wellheiser and Scott, 2002). An interest in specialised and small libraries is emerging but very little has been published on preservation in newspaper libraries. Fitzgerald (1988) and Clarke (1996) provide two discussions on preservation in newspaper and specialised libraries respectively. Also, few published reports on preservation in New Zealand have been located (Harvey, 1984; Clarke, 1996). Jocelyn Cuming, National Preservation Officer at the National Library of New Zealand, is not aware of any published research or statistics on preservation in New Zealand since 1995 when Clarke conducted his survey (personal communication, 2004).

2.2 Newspaper Libraries

Preservation literature tends to focus primarily on the preservation of books and magazines in mainstream libraries. There is little literature on special libraries, or those with specialised (film, photographic or ephemeral) collections. Literature on newspaper libraries is extremely rare. Upham expresses her frustration on the lack of research regarding newspapers in libraries in a 1988 book of essays on the subject. She mentions publications on the deterioration of newspapers and the libraries which serve newspaper staffs, but provides no references. Even if specific references had been given,

her comments were made more than fifteen years ago and the literature to which she referred will now be out of date.

Definitions of “newspaper library” are difficult to locate. In the context of this research, a newspaper library is one associated with, and serving, one or more newspapers. Fitzgerald refers to this as a corporate library and newspaper reference library (1988) while Miller mentions a newspaper office while discussing newspapers held by newspaper publishers (1988). Other libraries (which may also be called newspaper libraries), which deal with newspapers include public and national libraries with large collections of newspapers gathered through maintenance of subscriptions, as part of a legal deposit programme or as part of a local history collection.

In many countries there are programmes identifying, cataloguing and addressing the preservation needs of these collections (Miller, 1988; Erlandson, 2001; Lauder, 2003). New Zealand has a national microfilming programme for newspapers published in New Zealand. Select newspapers are also indexed by the National Library and made available for public use through the Index New Zealand subscription service. The National Library of New Zealand also digitises some nineteenth century newspapers from microfilm for its Papers Past digitisation programme. These and other organisations which may house collections of newspapers, such as museums, archives and historical societies, are not within the scope of the current research on preservation within the libraries of newspaper publishers.

In 1983 Harvey conducted a survey of newspapers in New Zealand. This survey was limited to newspapers published before 1940 and sought to identify newspaper holdings and their physical conditions in libraries, newspaper offices and held by local authorities (Harvey, 1984). Harvey comments that in the course of his survey of the collections held by these different repositories, only “three...out of several hundred” refused to allow a full examination of their collections. These were all newspaper offices, possibly indicating a protection of information and knowledge resources for their own staff or a reluctance to reveal inadequacies in their storage and maintenance systems (Harvey, 1984, 118). No studies were found during the literature review exploring issues of preservation in newspaper libraries apart from Upham’s 1988 book. There appears to be a gap in the literature which requires further exploration.

Fitzgerald discusses the workings and daily routine of a newspaper library but covers preservation aspects sparsely (1988). Her discussion details the work of a newspaper library involved in clipping and indexing the newspaper, however, technology has progressed significantly and such aspects of work in a newspaper library, although they may still exist, are likely to be rare.

Newspaper libraries provide a service to the newspaper's journalists, other people within the newspaper's organisation and, to varying degrees, researchers and the general public. A newspaper publisher which is able to retain its products has them available for quick reference and is able to maintain control over their copyright and use to a greater extent than a publisher who does not retain the newspaper's products. These reasons do not mean that the newspapers and other resources will be kept in ideal conditions to prolong their useful life. The issue arises as to whether newspaper publishers should be responsible for preserving their own products for themselves and also for posterity. If not newspaper publishers, then who should be responsible for preserving newspaper resources for posterity?

2.3 Preservation Literature

There is extensive literature on preservation procedures including ideal practices after disasters and conditions for the use and storage of resources. The most recent literature is detailed as authors have attempted to encompass a wide range of possible contingencies relating to disasters, preservation procedures and resources requiring attention (Harvey, 1993; Feather, 1996; Wellheiser and Scott, 2002; Kahn, 2003). Some of this literature makes specific mention of photographs and photographic negatives, as well as microforms, which are likely to be held in a newspaper library. However, newspapers and their problems with yellowing, low quality paper and large format, are only mentioned in passing, if at all.

Guidelines for storage conditions and discussion of preservation practices are included in all texts concerned with preservation or disaster planning. Ideal storage conditions for most resources are not also ideal use conditions. Compromises have to be reached and there has been considerable debate as to what should be considered standard. Paper such as newsprint is made using chemicals and processes

which cause it to deteriorate rapidly on its own. Other factors such as temperature, relative humidity and light also factor in the deterioration of paper. The same applies to photographs, photographic negatives and microforms as well as other items likely to be held in libraries. According to Harvey the best compromise for protecting all the possible resources held in a library as well as providing a comfortable work environment for clients and staff is for the temperature to remain steady between 18°C and 22°C, while the relative humidity also remains steady at a level between 45% and 49% (1993, 42). Light, especially ultraviolet light, is also damaging to library resources, especially photographs. Storing collections in the dark is one solution to this problem, but does not allow the collections to be utilised. There are other solutions to this problem. Installing special lighting or filters to prevent ultraviolet light radiating on the collection; covering windows with curtains, blinds or tinting to prevent natural light; and removing rare or little-used items to a storage area where they will be stored in darkness apart from when they are in use are some suggestions (Harvey, 1993, 73). Digital and electronic storage media have their own issues which are outside of the scope of this project dealing primarily with print and photographic resources.

Maintaining storage conditions to recommended standards and guidelines allows the items in the collection to be preserved and usable for the predicted life of the medium. Paper made with ideal processes will last for hundreds of years. Unfortunately modern newspapers are made with the least ideal processes and materials. Photographs, depending on when the photographs were taken and developed and the quality of the developing and materials, will last for many years, while microforms are now thought to last for around fifty years (Miller, 1988, 31).

Some programmes have been established to preserve newspapers either in a region or state or through a nationwide initiative. Woods (1988), Erlandson (2001) and Lauder (2003) provide discussion on some of these newspaper preservation programmes. These initiatives are primarily interested in preserving the information content of the newspaper rather than the physical newspaper itself. In order to preserve the information preservation projects use microform and digitisation. The National Library of New Zealand has been microfilming newspapers since before 1983 (Harvey, 1984, 177). They have a digitised collection of 19th century New Zealand newspapers known as “Papers Past” which can be viewed online at <http://paperspast.natlib.govt.nz/>. NEWSPLAN is a British Library initiative in the

United Kingdom to preserve local newspapers by identifying and microfilming them. Digitisation is not used (Lauder, 2003). These programmes are, obviously, not concerned with the other products of newspaper publication such as photographs and photographic negatives.

There are advantages and drawbacks to both microfilming and digitisation as preservation techniques. Microfilming is an established method of copying and preserving the information from printed sources. Microfilming standards exist to ensure the highest quality and long life span of the film. Microfilm readers are common in most libraries and are unlikely to be superseded by new versions in the way computer technology is. Unfortunately microfilm is easily damaged through mishandling (finger prints and scratches), and through neglect of the machinery required to read the film. Many people prefer not to use microfilm as they find it awkward and disorienting. Because microfilm has a limited life, multiple copies are required should one become unusable, although these do not need to be held by one institution or in one location.

Digitisation is an evolving technology; there are not yet any universally accepted standards to which to adhere when making digital copies. Digital copies of physical pages can be made and distributed to many users through networked computers. The digital copies cannot be scratched or smudged, but they require constant migration or preservation of the physical machinery to read information, as the computer technology used to reproduce images and documents is constantly changing and improving. In a review of literature on preservation issues associated with digital document Parkes states that the “cycle of technological obsolescence is between three to five years” (1999, 370). Therefore documents saved in digital format today cannot be guaranteed to be accessible in five years as software and hardware changes may render the digital copy unreadable due to obsolete systems and inadequate migration processes.

2.4 Disaster Plans

Many investigations have been conducted to explore preservation, specifically whether libraries have disaster plans, and how these work in practice. Matthews and Eden conducted a large-scale survey in the United Kingdom in 1995. They sought to identify current activities and expertise in disaster management as well as national, regional, local and inter-organisational cooperative activities and

initiatives in Britain. In addition they aimed to provide an overview of disaster management activity, written disaster control plans and criteria for their “effective assessment and implementation” (1996a, 5). Their research also set out to produce guidelines for disaster management based on good practice.

Matthews and Eden surveyed the academic, public, national and special libraries who had responded to a survey conducted two years earlier by themselves and Feather. This method of sampling is flawed because only libraries which had responded to the previous survey were considered for inclusion, thus excluding any other institutions. They found that of the 388 (79.84%) responses, 20.1% or 78 libraries had a written disaster plan. Of these, 25 (20%) were national and special libraries, but further details on the special libraries were not reported.

Matthews and Eden followed up their survey with interviews of people at 30 different organisations who were responsible for disaster management or who had experienced a disaster. The interviews included questions about responsibility for the disaster plan and its creation and implementation; whether the library had experienced a disaster; health and safety, insurance and general preservation issues; and cooperative schemes. They found that the “disaster control plan is accepted as the central and focal point of disaster management, but the management activities which underpin and support it...are all essential” (Eden and Matthews, 1997,).

In 1991 in the United States the Regional OCLC Network Directors’ Advisory Committee (RONDAC) published a similar survey. This survey found that approximately 19% of respondents had disaster plans in place, although 17% reported that they were “working on them” (RONDAC, cited in Shuman, 1999, 151).

In 1995 Clarke published the results of a survey of emergency preparedness in New Zealand museums, some libraries and other institutions. He found that of the 134 respondents only 15 (11.2%) had a written policy for protecting collections in an emergency and seven (5.2%) had a policy for insurance reasons only. In addition, 18 (13.4%) respondents said that their organisation had a written emergency policy. Although not stated, it appears the difference between the emergency policy and the collection protection policy is that the latter is concerned only with the collection while the former is likely to deal

with such things as evacuation procedures. Clarke also sought to discover the person responsible for writing an emergency response plan; the length of time a plan had existed; whether it is revised regularly; the existence of an emergency response team within an organisation; as well as training and equipment situations. He found that the director of an institution or a committee were most commonly responsible for writing a plan; that plans had existed for between 40 years and two months with 10 years being the most common; that most regularly revise their plans; that most organisations do not have an emergency response team; that 198 people had attended some training in the previous 15 years; and that most organisations do not have equipment for use in an emergency (Clarke, 1995, 38-40).

In addition, Clarke surveyed conservators in New Zealand. The results of that survey showed that 16 (59%) of the 27 respondents had contributed towards an emergency preparedness plan. Only 8 (30%) were part of an emergency response team, although more than half (56%) had been involved in salvage in some way (Clarke 1995, 36).

Most of these surveys were conducted around ten years ago so their results cannot be considered current. Since that time, many of the institutions questioned are likely to have improved their preservation and disaster planning situations. It appears there is a need for further examination of this topic.

Within the private sector, a survey was conducted in the Los Angeles area to investigate business continuity planning after the terrorist attacks in September 2001. The survey, conducted on behalf of AT&T and the Partnership for Public Warning, found that only six in ten companies had a continuity plan. Although one in five of the companies surveyed had suffered a disaster, a third of those had not taken any action afterwards (AT&T, 2004, 1-2). The terrorist attacks in the USA and flooding in several regions of New Zealand in recent years may have increased awareness of preservation and service continuity concerns in some newspaper libraries, although actions may not have been taken.

Of interest are the statistics relating to the perceived importance of a business continuity plan within the company. 40% said it had always been a priority, while 28% reported it had only become a priority recently due to security and terrorist threats. Another 28% deemed business continuity planning

important but not a high priority, while 4% admitted it was not important. Where continuity planning has always been a priority, disaster plans were more likely to exist. Planning was not, however, a significantly higher priority for organisations which had previously suffered a disaster. Of those companies which did not rate continuity planning highly, their reasons include: believing the present systems to be sufficient; the high cost of planning; the likelihood that a major disaster will strike them; and unfamiliarity with the requirements of continuity planning (AT&T, 2004, 2-3).

2.5 Research and Publications

Most discussions on preservation in libraries use case studies, in which the libraries' experiences are used as illustrations (Hammond, 1996; Muir and Shenton, 2002; Kahn, 2003), or questionnaires where libraries answer questions relating, especially, to whether they have disaster plans, are working on them, or do not have them and the reasons for those situations (Clarke, 1996; Matthews and Eden, 1996a). Questionnaire surveys are the most useful for gathering quantitative data from a broad section of the population in order to generalise about the whole population from the sample surveyed (Creswell, 2003). In the initial stages of their research, Matthews and Eden requested information from institutions through a written letter sent to the identified population sample (1996a). However, for an in-depth qualitative investigation requiring specific detail, case studies using interviews appear most effective, as Muir and Shenton used for their investigation into the development and use of disaster plans in six libraries which had had cause to test their plans (Muir and Shenton, 2002; Creswell, 2003). The business continuity planning research used telephone interviews to collect data (AT&T, 2004, 1).

There are many publications available for establishing and maintaining disaster plans. Kahn's book Disaster Response and Planning for Libraries is a comprehensive examination of establishing and writing a disaster plan and includes discussions on the response, recovery, prevention and planning stages of a disaster plan. Also included are recommended procedures for recovering, restoring or conserving damaged items including paper-based books and files, film and large format items such as maps (Kahn, 2003).

Wellheiser and Scott have written a resource for disaster planning called An Ounce of Prevention: Integrated Disaster Planning for Archives, Libraries and Record Centres (2002). This book details the

different stages in disaster planning as well as explaining different methods of recovering damaged items. Both books place a heavy emphasis on preventive preservation; measures put in place to prevent disasters. Such measures include maintaining stable temperature and relative humidity levels, appropriate storage for each item, continued maintenance of ventilation systems and machinery as well as education of staff. Harvey (1993) and Morris (1986) also provide discussion on disaster planning and methods to adopt for preservation both before and after a disaster.

2.6 Electronic and Digital Concerns

It is essential to acknowledge that there are issues regarding the preservation of electronic and digital resources especially as there are news publications which are born digital and most photographs taken by newspaper photographers are taken digitally. Examination of the literature on these issues has been cursory as they are beyond the scope of this research which deals with physical collections.

In librarianship there is a culture of providing access to clients while still protecting resources. Electronic and digital opportunities to do this are a mixed blessing. Although access to information can, potentially, be provided to many people at one time, thus fulfilling the access demands of clients, there are also problems of hardware obsolescence, access when power is disrupted or when other disasters occur, and increasing numbers of people wanting access to original documents and artefacts. In the case of databases that provide access to articles originally published in journals and newspapers, there is often no indication of the relative importance of an item on a page or its context to advertising or photographs. Also lacking are items for which the publisher does not hold the copyright and tabloid or popular press items. For most people this is not important; however some researchers may consider this missing information vital (Smith, 2004).

Many newspapers publish an online edition which should be saved and archived especially as it does not always contain the same material as the physical edition. There are issues regarding the preservation of these publications and the storage and preservation of digital photographs which are commonly used. It is important to be aware that these issues exist, as some newspaper libraries may be required to deal with them, but aside from the physical media, such as CDs, that they may be backed-up on, they are not within the scope of the current research on physical resources.

Digital cameras make deletion of images easy and thus retention of historical record difficult. One example is the discovery of Time magazine's infamous Monica Lewinsky and Bill Clinton clinch photo. A single frame of film was discovered after photographer Dirck Halstead recalled Lewinsky's face and organised a search of three archives where his photographs and negatives were stored. On the occasion of the photograph being taken many of the other photographers present at the event were using digital cameras and were easily able to delete the image, not knowing at the time how significant it would be in the future (Halstead, 1998). Few of the photos taken on a digital photo shoot will be retained and even in the future if they are not properly archived and stored, even those few may not be kept.

Another issue is the digitisation of material originally in physical format. The first newspaper was published in New Zealand in 1840 (Hocken, 1901) at around the same time that paper quality was in rapid decline (Ritzenthaler, 1993). Because of this decline in paper quality due to increased demand and mechanized production techniques, many of New Zealand's oldest editions are disintegrating or deteriorating to the point where they will disappear or become unusable. Microfilming and digitising are seen as the means of maintaining access to these newspapers.

However, debate continues over the long-term preservation of digital material. If digital preservation cannot be sustained or becomes technologically impractical due to constant migration, and if libraries fail to keep physical newspaper because they rely on digitised versions, New Zealand faces the possibility of losing much of its social and cultural heritage. The digital debate is not within the scope of this research regarding the preservation issues relating to the physical resources of a newspaper library.

2.7 Conclusion

Literature on the preservation of library resources is vast. Most of the published material recommends procedures or details current preservation practice at an institution. Recommendations include environmental conditions such as temperature and relative humidity already mentioned, as well as storage and handling practices. Reports also cover best practices for restoring damaged items, such as

leaving water-damaged items in water to prevent mould growth if they can be attended to in a timely fashion or freezing items to allow time to consider various restoration alternatives (Ashman, 1995, 27-30). Research on preservation strategies, especially disaster plans, focuses on public and academic libraries with little published on the issues facing special libraries (Morris, 1986; Harvey, 1993; Ashman, 1995; Shuman, 1999). Newspaper libraries are scarcely mentioned. The products of newspaper publication such as the newspapers themselves and photographs are considered, but not in the context of newspaper libraries (Kahn, 2003; Wellheiser and Scott, 2002).

Preservation strategies for published newspapers are mostly limited to microfilming or digitising the informational content and not protecting the physical resource for the long term. However, the preservation of the physical photograph is emphasised. Technology exists which will continue to preserve the information content of newspapers as well as allow photographic images to be used while protecting the physical item. Parkes (1999) examines the preservation issues associated with digital documents (documents which exist only in a digital form). These same issues can also be applied to the products of digitisation. Among the topics covered are the lifespans of the documents themselves and the software and hardware they are viewed on. Associated with this is the issue of technological obsolescence when digital documents or images cannot be viewed because new technology does not recognise the old technology's formats. Also considered are the issues of access versus preservation, intellectual preservation and copyright and other management concerns. In his discussion on digital documents Parkes concludes that they "are more fragile and vulnerable than their paper equivalents and there is the real possibility that much of historical record of the latter part of the 20th century could be lost or at the very least be incomplete" (1999, 374). This reliance on digital formats raises serious concerns for the preservation of items which are discarded because a digital copy exists. This issue is related only marginally to this research on preservation of physical resources.

Further research is needed in exploring the state of preservation among newspaper libraries of both the physical and the electronic resources. This research is concerned only with the preservation of the physical products of New Zealand newspapers.

3.0 Research Design

3.1 Methodology

Research for this study was conducted using a mixed methods approach. A self-administered questionnaire and interviews were used to obtain data. The purpose of the survey and interviews was to determine the proportion of the population of New Zealand newspaper libraries that has preservation strategies and the reasons and influences for the situation. From this population, it was hoped that a sufficient level of participation would enable trends to be identified.

The self-administered questionnaire obtained qualitative and quantitative data from a large population in a timely manner in order to meet time restrictions imposed by academic deadlines. It also resulted in large amounts of data in response to a number of different questions on issues relating to preservation in newspaper libraries. Interviews provided in-depth qualitative data on those issues.

Initially a written questionnaire using both qualitative and quantitative questions was administered. The questionnaire was designed to provide mostly quantitative data. Questions were designed specifically for newspaper libraries in New Zealand based on past investigations into disaster plan prevalence in overseas countries. The survey used continuous (strongly agree to strongly disagree) scales and categorical (yes/no) scales (Creswell, 2003, 158). Some open-ended questions were included which required respondents to describe such things as any changes made following a disaster and allowed respondents to elaborate on or provide further explanation for their answers.

Qualitative data was gathered through interviews and discussion about preservation in newspaper libraries following the return of the questionnaires. Interviews were one-on-one. Because commercially sensitive resources or financial considerations could have been mentioned, privacy was an important consideration; therefore, there were no group discussions.

3.2 Pilot Study

A pilot study was conducted to test the survey. The pilot study was sent to five magazine libraries or archives as they were determined to be likely to have similar resources and similar preservation issues to newspaper libraries, but were outside of the research population. Magazines, identified from the

researcher's general knowledge, were contacted and their willingness to participate in the pilot study obtained before the newspapers' survey and cover letter was sent to them. A cover letter providing instructions and details of the pilot study was also sent with the survey.

Pilot study participants were asked to complete the survey and provide feedback on the instructions and clarity of questions in both the questionnaire and the cover letter. As a result of feedback from the pilot study participants, changes were made to the wording of some of the opinion questions at the end of the survey to clarify what was being asked. Additional space for respondents' comments was also added in some places where it was needed.

3.3 Population

The research surveyed New Zealand newspaper libraries. In order to identify the population several sources were consulted. A search of the internet was undertaken which revealed several short lists of newspapers in New Zealand, but none of these lists were comprehensive and many were not current. For these reasons, those lists were not used. According to the 2004 New Zealand Contacts in Libraries and Information Services directory, there are 152 local, regional and national newspapers in New Zealand. This list does not include all specialised publications such as business or religious newspapers nor does it include newspapers published in languages other than English. Nielson Media Research produces a Media Directory containing a list of newspapers published in New Zealand including religious and business newspapers. The Media Directory also lists publications such as Trade and Exchange which do not fit the definition of "newspaper" as they are solely advertising so do not meet the current events and news criteria as defined above. The New Zealand Yellow Pages telephone directory also contains a list of newspapers in New Zealand, although some contact details available in the online edition, used to provide details of newspapers nationwide, are not complete. The Yellow Pages is similar to the Media Directory in that it includes publications which do not fit the above "newspaper" definition.

Based on information contained in the above resources, a list of newspapers currently published in New Zealand was established. 280 separate titles were identified from the 2004 New Zealand Contacts in

Libraries and Information Services, the 2004 Media Directory and the New Zealand Yellow Pages online.

Publications excluded from this list were those dedicated to advertising, real estate and horse racing as they do not contain news or current events as determined by the criteria in the definition of “newspaper” above. Online newspapers were also excluded as these are not physical newspapers and are not applicable to this research on the preservation of the physical products of newspaper libraries. Due to the fluid nature of the newspaper publication industry the list may have included some newspapers which are no longer in business and not included new newspapers which have not yet been added to published directories and therefore were not included in this survey.

The list of newspapers included national, regional and local newspapers as well as business and other specialised publications and newspapers published in languages other than English. Of the newspapers identified, there were several groups which were published from the same address. It is common practice in this situation to have only one library at each address and that one library will serve all the newspapers based there. By sending one survey to each address the number of questionnaires sent out was reduced to 191.

Using a census approach for this research was more appropriate than sample-based research because the small size of the population made it possible to easily identify and contact all members of the population. In this way a more accurate depiction of the state of newspaper libraries in New Zealand could be established because the entire population was being covered.

Not every newspaper has a library associated with it. However, it was expected that all newspapers would have some form of backfile or filing system but may not consider such a system a library. Although this research proposed to determine the state of preservation in New Zealand newspaper libraries, all newspapers were included in the survey in order to determine whether there was any relationship between the existence of a library for a newspaper and the preservation of the newspaper’s products. Of the newspapers which do have associated libraries, some are staffed by qualified librarians and others by non-qualified staff, which may also affect the existence of policies.

The questionnaire was addressed to the librarian or the person responsible for backfiles at each location. Recognising that some newspapers do not have a library or a librarian, the questionnaire was intended to be answered by the person responsible for physical resources or their disposal in those cases. In the interests of simplicity the terms “library” and “librarian” were used to refer to the functions of a library at an organisation although an official library may not exist and to refer to all respondents unless specifically stated otherwise. The librarian at each library is the most qualified to complete the questionnaire as they are responsible for any policies or strategies implemented within the library. The librarian is also the person most likely to be aware of preservation issues within the library and within the newspaper industry and will have opinions on those issues. In cases where an administrator is responsible for the maintenance of the newspaper’s backfiles, it was expected that a manager would be consulted for some questions.

The questionnaires sent to the newspaper libraries included the option, at the end of the questionnaire form, for the respondent to indicate their willingness to be interviewed during the second phase of the survey. A purposive sample of those willing respondents was planned so, when possible, national, regional and local newspapers would be represented and those which have preservation strategies and those which do not. These factors were indicated on the interview agreement form in order to identify and facilitate an appropriate interview sample. Between ten and twenty interviews were anticipated to take place as newspapers with similar audiences, such as local newspapers, were expected to have similar attitudes to disaster planning and preservation of their resources. A ten percent sample is generally recommended, although Alreck and Settle recommend a smaller sample be used if the results are likely to be highly similar (1985). Additional interviews were intended if trends were not found within the sample. However, due to the small number of respondents willing to be interviewed, mostly from local newspapers, and scheduling and technical problems only five interviews were conducted.

The five interviews were conducted with a national newspaper library, three community newspapers with several staff and a community newspaper with one staff member.

3.4 Distribution

The questionnaire was self-administered and distributed by post with a self-addressed, stamped envelope included for return. A cover letter was provided with the questionnaire to explain the purpose and provide instructions for the completion and return of the survey, including a deadline for returning the surveys. Instructions for respondents willing to be interviewed were also included in the cover letter.

The interviews were conducted in person and by telephone. Interviewees were selected from those survey respondents willing to be interviewed. This was entirely voluntary, as was survey response. People who were willing to be interviewed were asked to include their contact details at the end of the questionnaire form. It was hoped that their willingness to be interviewed meant they would complete and return the questionnaire and contact details section.

See Appendix 1 for a copy of the questionnaire.

3.5 Follow-up

A reminder notice was sent to those who had not responded within three weeks of the questionnaire being posted out. This was made possible by numbering the return envelopes according to the address list compiled. When questionnaires were returned, the questionnaires remained separate from the envelopes and the number on each envelope was used to indicate a newspaper which had returned their questionnaire. In this way confidentiality was assured for the returned questionnaires.

By the deadline of 1 April 2005, 47 usable responses were received back from 191 questionnaires mailed out providing a usable response rate of 24%. This included questionnaires returned in response to the reminder letter. This return rate was too small to be generalised so the data can only serve as an indication to possible industry trends.

3.6 Interviews

Respondents willing to be interviewed were mailed a consent form which needed to be signed and returned in the return envelope provided. Several respondents withdrew at this stage of the research by

not returning their consent form. Once informed consent had been obtained from the respondents, phone contact was attempted to establish a convenient interview time. Due to employment commitments on the part of this researcher, contacting potential interviewees was difficult. Some potential interviewees were unable to be contacted owing to part-time or irregular hours, and telephone connection problems in one case. Interview times for interviewees were also difficult to schedule around researcher and interviewee availability and also the availability of appropriate recording technology.

Five interviews were conducted, four by telephone and one in person. The telephone interviews were recorded using a polycom speakerphone and a tape recorder. Notes were taken during the interviews to assist in the transcription process later and proved to be valuable when the tape recorder stopped towards the end of one interview. Interviews were anticipated to last for 30 minutes; however the times varied greatly between interviews. Two were longer than 30 minutes and three interviews were less than 20 minutes long.

Transcribing the interviews was difficult because the poor telephone line quality for some of the interviews was picked up by the tape recorder. Additional difficulties in hearing the interviewees were caused by the recorder picking up background noises. E-mail addresses for the interviewees were obtained at the end of the interviews. Copies of the transcripts were then e-mailed to the respective interviewees to check and correct if necessary. Corrections and clarifications of statements were made in some instances and these were e-mailed back to the researcher. This proved to be a valuable strategy for ensuring accuracy and clarity of the information provided.

The interview transcripts were then analysed for trends relating to data from the questionnaire analysis and answers to research questions.

See Appendix 2 for a list of interview questions.

3.7 Ethics Approval and Confidentiality

Questionnaires were mailed to all addresses able to be identified, as unsolicited surveys. Completion of the questionnaire was entirely voluntary. Completion and return of the questionnaire was deemed to be consent to collate and report on the data collected. Survey respondents and interview participants' identities and employing organisations were not coded or identified in the analysis of results in any way. All responses were treated confidentially. To protect against any possible breach of privacy, original survey forms and interview transcripts are kept securely and will be destroyed two years after the completion of this research.

Approval of the Victoria University of Wellington's Human Ethics Committee was obtained before the research commenced.

3.8 Instrumentation

3.8.1 Questionnaire

The questionnaire and subsequent interview questions were designed to elicit information about preservation and disaster planning in New Zealand newspaper libraries and answer the research questions formulated. Questions were coded and the data entered into an Excel spreadsheet. Data was then analysed using frequency counts and percentages where appropriate. Quantitative data was elicited from the survey questionnaire through these methods of analysis. Qualitative data was obtained through questions which allowed respondents to provide comments and explanations, select more than one option and through interviews.

Questions 1 to 5 of the questionnaire sought demographic information to determine the existence of a library and the number of newspapers served as well as staff numbers, their qualifications and relevant experience. This information was sought to answer research questions 1a, 1b and 1c on impediments and promotional factors in preservation strategies and whether staff size and experience affect preservation options. Question 1 was a two-part question asking whether the newspaper had a library and if not, the title of the person responsible for maintaining the newspapers. Question 2 sought the numbers of full- and part-time staff while questions 3 and 4 asked for details on qualifications of staff

and relevant preservation experience. Room was provided for explanation of these answers. Question 5 sought the number of newspapers for which the library maintained products.

Question 6 related to research question 1d, which sought to discover whether the frequency of the newspapers (e.g. daily or weekly) influenced preservation options. This question asked for respondents to select all options that applied to their circumstances and included an “other (please elaborate)” option for cases that did not fit in the given list. In analysis the options were treated individually rather than collectively.

Question 7 sought to determine what resources the library was responsible for. This related to research question 2a and was intended to assist in analysing the potential preservation difficulties newspaper libraries may face. As with question 6, this question asked for respondents to select all options that applied to them and included an “other (please elaborate)” option. Again, the options were treated individually rather than collectively in analysis.

Question 8 was related to research question 1f on the libraries’ reliance on national and public libraries for preservation. This question was divided into five parts and asked about other libraries or organisations relied upon. 8b and 8d asked respondents to select all options that applied to them regarding other organisations used and the reasons for storing their resources there. “Other (please elaborate)” options were also available for these two parts. 8c and 8e asked for an explanation as to what was stored at these other facilities and how long the arrangements had been in place.

Questions 9 and 10 asked about the libraries’ experiences with disasters and were related to research question 3a. Question 9 was in two short parts to determine whether the library had experienced a disaster and if so, how many. Question 10 was also in two parts, but sought information about the kind of disaster and the circumstances surrounding it. Question 10a was another select all that apply question where the answers were treated individually during analysis. 10b asked for an explanation of the circumstances and severity of the disasters and respondents were invited to use additional paper for this if needed.

Question 11 on library policy or practice that was changed due to disasters experienced was related to research questions 1a and 1b on impediments and promotional factors involved in preservation strategies and to research questions 2b and 2c on housing conditions and handling and security practices. The question was divided into two parts. 11a sought data on whether any changes had been made to library policy and practice after a disaster had occurred while 11b sought an explanation of what those changes were.

Questions 12 to 15 asked specifically about disaster plans and preservation strategies which relate to a range of research questions. Research questions covered by parts of survey questions 12 to 15 include 1a, 1b, 1c, 1d and 1e on managerial influences of preservation strategies and research questions 3b, 3c and 3d on formal and informal preservation strategies. Question 12 asked about formal or written preservation strategies and was divided in three parts. 12a asked whether such a strategy existed; 12b asked what it covered using “tick all that apply” instructions and providing an “other (please elaborate)” option; and 12c asked about reasons for not having a strategy and provided space for explanation.

Question 13 was structured in the same way as question 12 but asked about informal or unwritten preservation practices.

Question 14 asked about written disaster plans and was structured in the same way as questions 12 and 13.

Questions 15 to 17 examined perceptions of preservation and disaster planning and related to research questions 1e on whether attitudes influence preservation strategies, 2d on how worthwhile preservation is perceived to be and 3e on the causes of adoption of formal preservation strategies. Question 15 asked about managerial support of preservation using a “tick all that apply” approach and providing an “other (please elaborate)” option.

Questions 16 to 19 sought the opinion of the respondent using “highly important” to “not important” and “highly useful” to “not useful” scales. Question 16 was on the importance of disaster planning and

preservation to the library and related to research questions 1e and 2d on attitudes and perceptions of preservation respectively.

Question 17 asked for opinions about the usefulness to the library of a disaster plan or preservation strategy and also related to research questions 1e and 2d.

Question 18 asked for opinions about the importance of co-operation among newspaper or media libraries in general and related to research question 1g on potential enhancements to current preservation situations.

The final survey question, 19, asked for opinions about the usefulness of co-operation specifically for disaster planning and preservation among newspaper or media libraries and also related to research question 1g.

3.8.2 Interview questions

The interview questions were formulated to follow on from and expand on the survey questions. The questions were designed to stimulate discussion and provide a guide of what was to be covered. However, the interviews were not restricted to only the formulated questions. The interviews provided primarily qualitative data. Interviews were transcribed and analysed for trends relating to the research questions. This was done manually because of the small number of interviews conducted.

To assist in the analysis of the interview data, demographic information was sought at the beginning of each interview on staff numbers (question 1), newspaper numbers and frequencies (2 and 3), circulation of the newspapers (4) and how long they had existed (5). These questions related to research questions 1a, 1b, 1c and 1d on managerial influences on preservation.

Information relating to research questions 2a, 2b and 2c on resources, their housing conditions and their handling and security was elicited from interview questions on whether the newspaper has a library and if not, how are resources stored (question 6), what products are stored there (7) and how far back do these go (8).

The next set of interview questions covered policies. Question 9 asked whether any strategies or policies on preservation or disaster planning existed or were planned. This relates to research questions 3b and 3f on reasons for formal or informal preservation strategies and possible future preservation strategies.

Question 10 on whether strategies or policies were written or not also related to research question 3b.

The responsibility for writing and revising preservation strategies and policies was explored in question 11 and related to research questions 3b, 3c, 3d, 3e and 3f on formal and informal preservation strategies and their adoption.

The reasons for having or not having a written plan were explored in question 12 and related to research questions 1a and 1b on impediments and promotional factors for preservation strategies, 1e and 2d on attitudes towards preservation how worthwhile preservation is perceived to be, and 3e on the adoption of formal or written preservation strategies. Question 13 asked for the most significant reason of those given in answer to question 12.

Question 14 examined the issue of management support for preservation and disaster planning which relates to the same research questions as questions 12 and 13.

Interview questions 15 to 18 explored disaster plans and asked whether a disaster plan existed for the library and whether it had ever been used (question 15), how successful it was to implement (16), whether the library had experienced a disaster (17), and what actions occurred when dealing with the disaster (18). These questions are all related to research questions 3a, 3b, 3c and 3e on disaster occurrence, and formal preservation and disaster planning.

Preservation and library services were explored in interview questions 19 to 25. Question 19 asked the interviewee to define preservation for their library. This related to research questions 1a and 1b on factors impeding and promoting preservation, and 1e and 2d on attitudes and perceptions of preservation.

Interview question 20 asked whether preservation was important to the interviewee's library and related to the same research questions as question 19.

Services the library provides to journalists and the general public were examined in questions 21 and 22. These were related to research questions 2a and 2c on the resources for which the library is responsible and whether any handling and security procedures are in place.

Question 23 asked about reliance on other organisations for preservation and question 24 explored whether a reliance on other organisations affected the services the library was able to offer. These questions related to research questions 1f on reliance on other organisations and 2b on the conditions in which resources are housed.

Interview question 25 asked how important it was for the newspapers themselves to be involved in preservation of their products and was related to research questions 1a and 1b on factors impeding and promoting preservation strategies, research questions 1e and 2d on attitudes and perceptions of preservation and 1f on reliance of other organisations for preservation.

The final interview question, 26, asked whether the interviewee would participate in co-operation between newspaper or media libraries on preservation issues. This question related to research questions 1a and 1b on factors influencing preservation strategies, 1e and 2d on attitudes and perceptions of preservation, and 1g on potential future strategies for enhancing preservation.

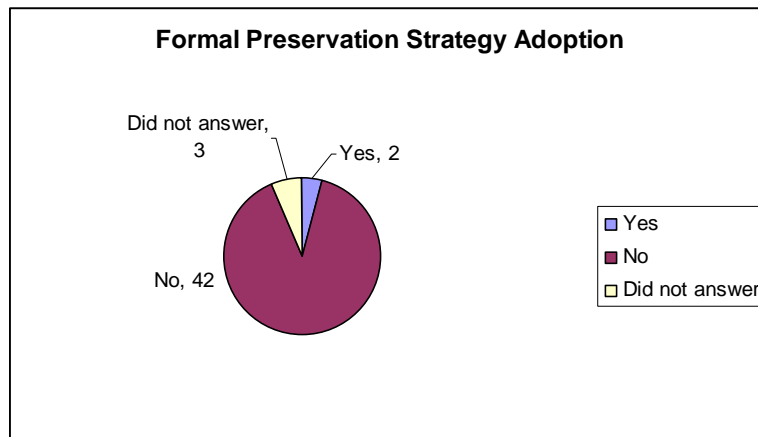
Many of the questions in both the survey and the interviews provided data to answer multiple research questions and the research questions were also able to be answered with data from multiple survey and interview questions.

4.0 Results

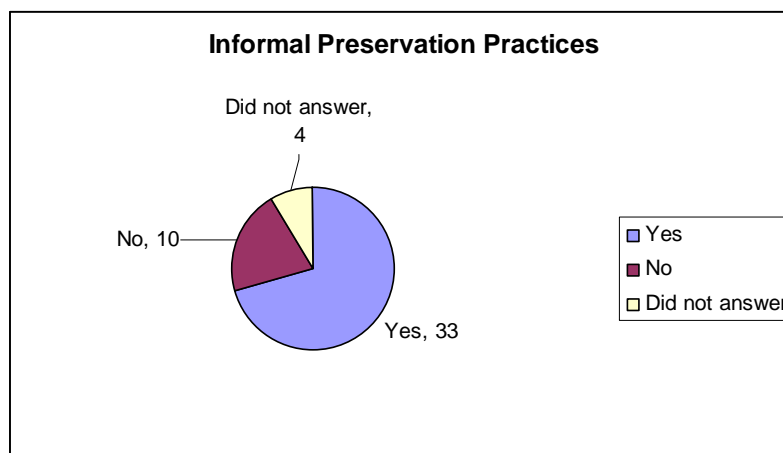
4.1 Management Issues

What management issues affect the existence of preservation strategies in New Zealand newspaper libraries?

What impediments are there to newspaper libraries having preservation strategies?

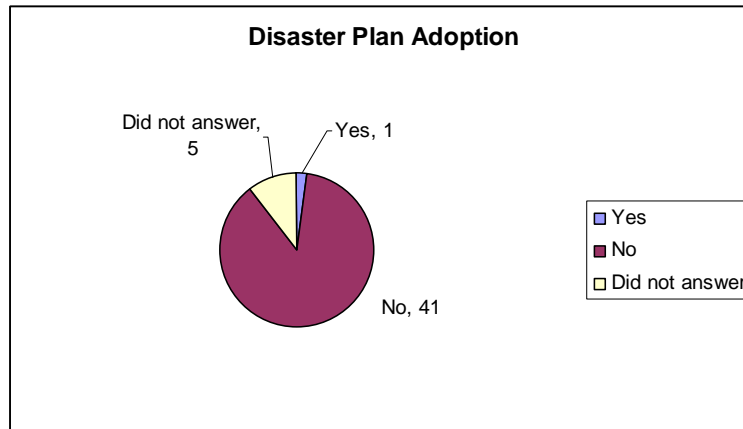


Only two (4.2%) of the 47 survey respondents have a formal or written preservation strategy. 42 (89.3%) do not have such a strategy. Those who provided reasons for not having a written preservation strategy said a lack of staff time, finances and resources were factors. Eight respondents had never thought of formalizing their preservation practices and ten believe that what they are doing now is adequate without putting it all to paper.



Although 33 (70.2%) respondents have only informal or unwritten preservation practices, reasons for not having any preservation habits were scarce. The comments which were provided were in a similar

vein to the comments on formal preservation strategies with particular mention of financial considerations. One respondent commented that on approaching management with concerns about the preservation of certain resources, the newspaper's management decided to discontinue with the maintenance of those resources altogether so they are "no longer keeping paper archives and the collection is rotting away".



Only one respondent (2.1%) had a disaster plan. 41 (87.2%) did not have a disaster plan and all other respondents left this question blank or did not know whether a written disaster plan existed. Of those without a written disaster plan five respondents have never considered one and eight consider the cost of staff time and money to be prohibitive in developing policy. Nine respondents consider their current actions to be adequate, while one claimed they were not important enough for a disaster plan.

Impediments to newspaper libraries having preservation strategies appear to be lack of time and money but also, significantly, ignorance by those charged with maintaining resources for the newspaper of the need for preservation strategies and policies. In at least one case the lack of support from the newspaper's management impeded any preservation actions that might take place.

What factors promote preservation strategies in newspaper libraries?

One interviewee from a local community paper commented that because their collection includes many old papers becoming quite brittle, people who look at them for research are usually very careful with them and must look at them on a flat surface. They are repackaged by the staff once they have been used, rather than the researcher attempting to repackaging them and potentially damaging them. She also

suggested that a document of either preservation strategies or a disaster plan was something to consider as the newspaper company moves into a new, custom-built building in the next few years.

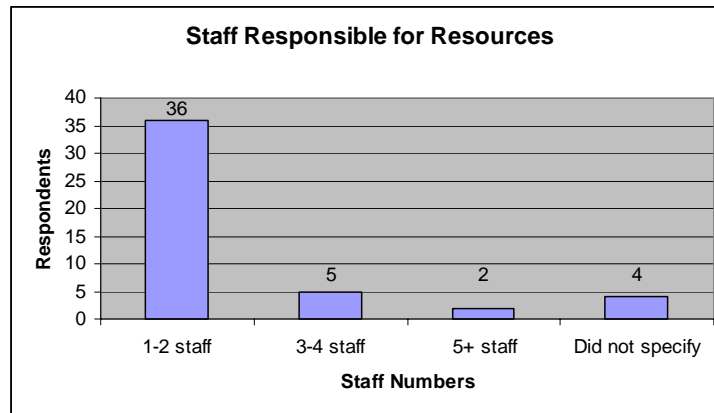
The librarian for several newspapers discussed how some resources needed to be moved due to problems with leaking water and that after consultation of the National Library's website, the newspapers' management was able to be convinced to invest in dehumidifier equipment for resources in another area. She also noted the excellent assistance from National Library staff in assessing housing conditions for some of the newspapers which contributed to a decision to donate some of them to the National Library for proper preservation.

Another interviewee for a community newspaper noted that floods in the past year or so had caused an examination of where the newspapers were being stored apart from at the newspaper publisher's office. No changes were made to storage conditions of the newspapers after the examination, however, and no action was taken to create a disaster plan or preservation strategy to deal with another flood.

From this it appears that factors promoting preservation strategies or initiatives in newspaper libraries are the experience or threat of a disaster in the past and, for those publishers with older collections, the recognition that they are deteriorating. In the latter cases management is likely to have recognized the value of the resources and be more likely to contribute to their preservation. Also, a respect for the history contained in the resources by the staff and the public who use it seems to promote good preservation practices. However this is not common.

Do staff size and experience affect preservation options?

Thirty-six of the respondents who answered this question have only one or two people who are responsible for maintaining the newspaper's products. In many cases, especially where there is no dedicated library staff responsible for this, those responsible for the newspaper's products and resources are full-time staff members who have the maintenance of those things as an additional responsibility to their other jobs, such as receptionist or editor.



Five libraries have three or four staff members, however there are two newspapers where the whole of the newspaper's staff are responsible for the newspaper's resources and products. There are more full-time staff (44) employed in newspaper library functions than part-time (30). However the full-time numbers include instances where the whole of the newspaper's staff are responsible for the resources, so these figures may include people not dedicated solely to maintenance of resources.

93.6% (44) of respondents do not have staff with a library or archives qualification or training. Only 6.3% (3) of respondents have such a qualification or training in their staff. Experience in conservation or preservation was slightly better with 8.5% (4) of respondents having such experience and 91.4% (43) not.

The one respondent who has a written disaster plan includes a staff member with experience in special interest groups such as the Historic Preservation Society. Staff numbers were not provided in this case, but it appears that all staff responsible for resources are part-time. This respondent has implemented informal preservation practices but has no formal preservation strategy.

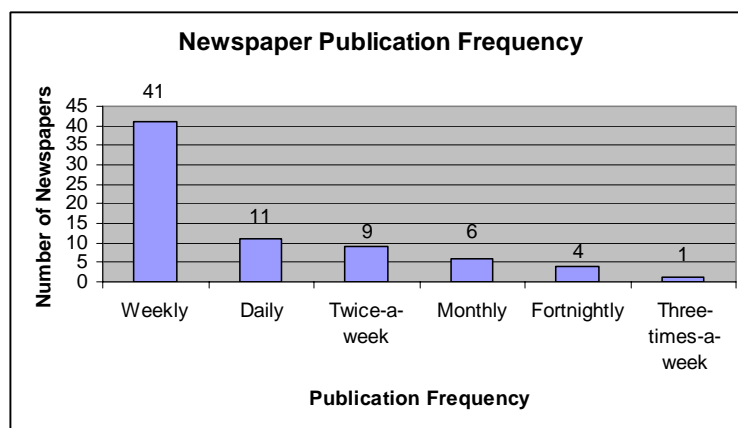
One respondent where there is not a library for the newspaper has a staff member with previous experience in museums and archives but has not instituted any preservation strategies, even informally.

Another respondent where two library staff are well experienced in best storage and preservation conditions has informal preservation practices but nothing formal.

Of the three respondents who claim a library or archives qualification for at least one member of their staff, two have informal preservation practices but nothing formal and the other respondent expressed frustration with the newspaper's management for not being willing to invest in preservation or disaster planning.

It appears that newspaper libraries with staff holding a library or archives qualification or who have experience in a preservation environment such as a museum, are more likely to have some sort of preservation strategy, either a disaster plan, written preservation strategy or informal preservation practices. Awareness of these seems high although the institutions may not have a policy on them. The number of staff responsible for managing the products of the newspaper appears not to affect preservation options.

Does newspaper frequency affect preservation strategies?



The most common publication frequency given for the newspapers maintained by respondents was weekly with 41 of the 72 (56.9%) newspapers reported as weekly publications. Daily publications were the next most common frequency with eleven (15%). Twice-a-week newspapers make up 12.5% (nine) of the newspapers reported. Six monthly, four fortnightly and one three-times-a-week publication make up the remaining 15%.

The respondent who has the disaster plan is responsible for the resources of a daily newspaper. The two respondents with formal preservation strategies are responsible for three and four newspapers published twice-a-week, weekly and monthly.

Due to the low rate of returns for the questionnaire it is not possible to be certain, but there does not seem to be a relationship between how frequently a newspaper is published or the number of newspapers for which a library is responsible and the existence of preservation strategies.

Do newspaper publishers' or library staff attitudes influence whether a newspaper library has a preservation strategy?

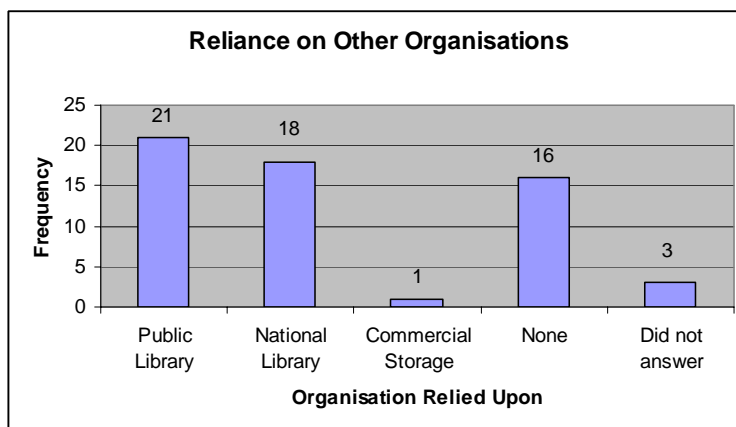
Most respondents believe that preservation and disaster planning is highly important (36.1%, 17) or moderately important (23.4%, 11) to the library and is highly (36.1%, 17) or moderately (25.5%, 12) useful. 70.2% (33) of respondents have informal preservation practices which suggests that although preservation is occurring to some degree and formalization or documentation of practices is rare, its importance and potential usefulness are recognised.

In putting their attitudes into practice, practical considerations bar the way. Lack of money, time and staff are all reasons respondents provided for not being more active in the preservation of resources.

In one case management actively discourages preservation. The reasons for this situation are not known as full details were not provided in the questionnaire. The newspaper's management's attitude towards preservation means that no supplies or support is provided towards the maintenance of products and resources. The respondent who reported this situation lamented this fact as that person recognises the importance and usefulness of preservation of those particular resources for their historic value.

Do newspaper libraries rely on the national and public libraries for preservation?

28 respondents (59.5%) rely on organisations such as the National Library or local public libraries for storage and maintenance of their products instead of keeping them themselves. 16 (34%) do not have such reliance. 3 (6.3%) did not answer this question.



Twenty-one of the 28 (75%) newspaper publishers who do rely on organisations other than their own use public libraries for preservation and storage of their products, such as the newspapers themselves or photographs published in the newspapers. The National Library of New Zealand is not far behind having 64.2% (18) of respondents relying on it for preservation and storage. Only one respondent makes use of commercial storage facilities. Some newspaper publishers use the facilities of both local public libraries and the National Library of New Zealand for preservation and storage options.

Three reasons emerged for this reliance on other organisations. Space considerations was the most significant reason with 15 of 28 (53.5%) respondents providing this as their reason for relying on another organisation. Environmental conditions was listed by 10 of 28 (35.7%) respondents and two of 28 (7.1%) respondents cited financial reasons for their reliance on other organisations.

What strategies could be implemented to enhance preservation practices in newspaper libraries in the future?

Co-operation between media, especially newspaper libraries, was asked about and the majority agreed on its importance among media libraries with 22 (46.8%) rating it as highly important and 9 (19.1%) as moderately important. However, if co-operation was specifically for the purpose of preservation opinion was split between whether this would be highly useful (31.9%, 15) or only somewhat useful (23.4%, 11) for media libraries.

One respondent commented on the difficulty of being a librarian and trained to share information but having to work in the media industry which closely guards its information in order to protect news

scoops and sources. This industrial attitude on the part of newspaper publishers and journalists indicates that any formal or organised co-operation specifically between media libraries, for any reason, may be difficult to establish.

Services provided by the National Library of New Zealand, including their assistance with preservation issues, were praised in one case. The level of awareness for newspaper library staff of the National Library's preservation services was not covered in this research. It is possible that targeted advertising of their services as a strategy to enhance preservation would improve or increase the level of preservation currently found in New Zealand's newspaper industry.

4.2 Preservation Issues

What preservation issues do New Zealand newspaper libraries face?

For what physical resources are newspaper libraries responsible?

Most libraries are responsible for the maintenance of several different physical resources for the newspaper. The following figures indicate the percentage of respondents who are responsible for each product.

Physical Resources for which Newspaper Libraries are Responsible

Product	Number	% of Total Respondents
Clipping Files	14	29.7
Photographic Prints	26	55.3
Photographic Negatives	10	21.2
Microfilm/fiche	8	17
Text Databases	14	29.7
Digital Photo Databases	22	46.8
Previous Copies of Newspapers	40	85.1

Most libraries (85.1%) are responsible for back copies of newspapers. 55.3% of libraries are responsible for the maintenance of physical photographs and 46.8% for digital photographic databases. Fewer libraries are responsible for maintaining clippings files (29.7%), textual databases (29.7%) and

photographic negatives (21.2%). Microfilm and microfiche are kept by eight (17%) of the newspaper libraries who responded to the survey.

In what environmental conditions are resources housed?

Environmental conditions for the storage of resources were not covered in the questionnaire. However, this issue was raised in the interviews and a partial picture of industry practice has been formed based on the limited number of interviews conducted.

Most of the newspapers and other resources discussed by interviewees are housed in ordinary working conditions, in Lunda shelving or regular shelving in a storeroom. Environmental controls such as for temperature, light and humidity are not commonly taken into consideration. The lack of a holistic approach by publishers to preserving their holdings indicates, perhaps, that they have identified specific items or groups of items to maintain as outlined by the following examples.

One person noted the use of a dehumidifier to control humidity in a storage area and another noted the use of an old fridge to protect negatives in case of fire as measures of controlling the environmental conditions in which newspaper products are stored. In general, however, where resources are maintained by the newspapers themselves they do not appear to be housed in ideal conditions. As mentioned in section 2.3, Harvey offers a compromise for good storage conditions for resources and comfortable conditions in which to use them by, among other things, maintaining the temperature at a steady level between 18°C and 22°C and the relative humidity at a steady level between 45% and 49% (1993, 42).

What handling and security practices are observed in newspaper libraries?

Handling and security practices were covered in general terms within the questions relating to written and unwritten preservation strategies in the questionnaire. Of the two respondents who have written preservation strategies only one included handling guidelines in their written strategy. However 13 (39.4%) respondents with unwritten preservation strategies had handling guidelines for their resources and 15 (45.4%) had unwritten guidelines for resource use by non-library people.

These handling and security issues were covered in more depth in the interviews, but because of the limited number of interviews conducted, the situations are more case studies than generalisations.

In four cases members of the public are allowed to browse through back copies of the newspapers and conduct their own research at the publisher's office suggesting a lack of security for the newspapers. Although in one of these cases only allows the public in on a limited basis. This freedom for the public appears to be the situation for the small community newspapers that possibly do not have the available staff to patrol or monitor the public using their back copies. In one case, however, where the newspapers go back a hundred years, handling by the public is subject to certain restrictions such as using newspapers on a flat surface and leaving perused papers for the newspaper or library staff to repackage rather than the public doing it themselves.

In another situation, for a large organisation, security is closely monitored and members of the public are only occasionally given permission to use back copies of newspapers for their own research. The library's staff prefer to do research on behalf of a requesting member of the public or a commercial organisation wishing to reproduce material from the library. When permission is granted for someone to visit the library, a staff member is required to be present with the researcher.

For one small local newspaper members of the public are directed to the local public library for any research they wish to conduct as that library holds a full run of the paper and are better equipped to assist the public than are the newspaper's staff.

How worthwhile do newspaper libraries perceive preservation to be?

Although only 4.2% of respondents have a written preservation strategy or disaster plan, most see preservation as highly important (17, 36.1%) or moderately important (11, 23.4%) to the library and a disaster plan or preservation strategy as being highly useful (17, 36.1%) or moderately useful (12, 25.5%).

The librarians interviewed from community newspapers believe that preservation of the newspapers' resources is vital for preserving the history of the local area. One small newspaper publisher deals with

this issue with the newspaper's photographs by donating the photographs of local people who appear in the paper to those people and their families, or to the organisation involved in the story. Often there are many photos even though only one or two may have been published and these are passed around to many members of the family and, the publisher hopes, that way they are likely to be preserved in some way although he retains and maintains the negatives. Donation of the photographs and retention of the negatives is done because there is a lack of space to house all the photographs.

One librarian for several newspapers noted that preservation was often not considered important by the newspapers' management who looked at the space being taken up by storage of resources and did not consider preservation issues when trying to determine how best to make the space productive. Finance was more important than future access to the resources for management, according to this librarian. This reflects one of the newspaper publisher's primary goals of making a profit. The librarian did acknowledge that preservation was an important consideration for her library even though constraints were imposed by the management.

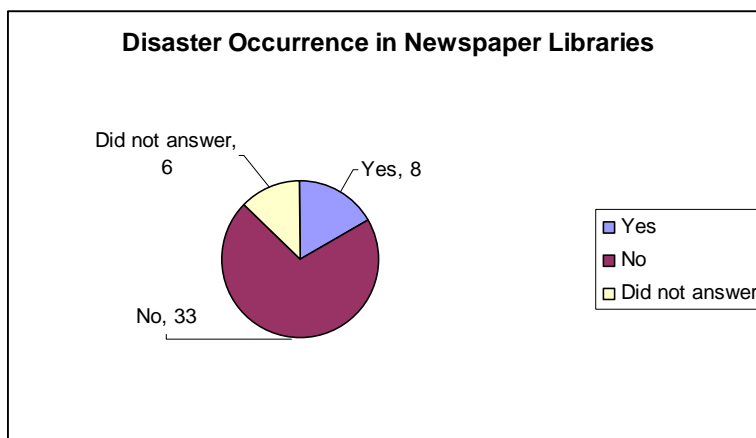
It appears that most newspaper librarians perceive preservation to be worthwhile and they recognise the importance and usefulness of preservation for their resources. However, restrictions imposed by a newspaper's management or caused by a shortage of storage space or staff mean that newspaper libraries are not always able to act on their preservation concerns. It is important to acknowledge that the librarians willing to be interviewed may have had a special interest in preservation which motivated them to participate and may have caused some bias in interpretation towards the general perception of preservation being worthwhile.

4.3 Preservation Strategies

What proportion of New Zealand newspaper libraries has preservation strategies?

What proportion of libraries has experienced a disaster?

A disaster was defined in the questionnaire as an event which damaged resources. Eight (17%) libraries who answered this question in the survey have experienced a disaster. Some experienced more than one or more than one type of disaster.



The most common disaster experienced was a fire event reported by five respondents. This was followed by a water disaster such as a flood or damage from leaking pipes reported by 3 respondents and reports of mutilation of resources by 2 respondents.

Disaster Occurrence in New Zealand Newspaper Libraries

Type of Disaster	Number of Occurrences	% of Those who Experienced a Disaster
Fire	5	62.5
Water	3	37.5
Mutilation	2	25

Do newspaper libraries have formal or informal preservation strategies? Why not?

Thirty-three (70.2%) of newspaper publishers who responded the questionnaire have informal or unwritten preservation practices. Ten (21.2%) respondents do not have even informal preservation practices. Reasons for already having formal or informal preservation strategies were not sought in the survey. Very few reasons were given for not having anything informal. Those reasons included financial considerations and a lack of managerial assistance.

Only two respondents have a formal preservation strategy. The reasons provided by those respondents without a formal preservation strategy for not having anything written are mostly variations of “never

thought about it” (15). Other reasons included financial considerations (three), time constraints (two) and staff resources available (three).

A written disaster plan exists at only one of the newspaper libraries which responded to this question in the survey. The reasons given by those respondents without disaster plans for not having a written plan are most commonly that a disaster plan has never been considered (five). Eight others considered the cost of staff time and money to be prohibitive in developing policy for disaster planning. Nine respondents think their current actions are adequate and a disaster plan is unnecessary, while one respondent claimed they were not important enough for a disaster plan.

How detailed are formal preservation strategies?

Formal preservation strategies cover very limited topics for the two respondents who have them. They cover the binding of newspapers for both respondents, handling of resources for one and, given the option to list other actions covered by the preservation strategy, burning to CD of various electronic resources was mentioned.

The one disaster plan respondent revealed that their plan covers people to inform in case of disaster, procedures to follow in case of disaster, microfilming schedules and digitization schedules. The level of detail for any of these instructions was not supplied.

What practices are involved in informal preservation?

A wide range of informal preservation actions are practiced among New Zealand newspaper libraries. Because many of the libraries who have informal preservation practices perform more than one of the following actions, the figures given are as a percentage of the respondents who have such practices.

Informal or unwritten preservation practices include binding of newspapers (84.8%), resource use guidelines for non-library staff (45.4%), general cleaning (42.4%), handling practices (39.4%), microfilming (24.2%), library equipment maintenance (24.2%) and ventilation system maintenance (12.1%).

Informal Preservation Practices

Preservation Action	Number	% of those with Informal Practices
General Cleaning	14	42.4
Maintenance of Ventilation Systems	4	12.1
Maintenance of Equipment	8	24.2
Microfilming of Newspapers	8	24.2
Binding of Newspapers	28	84.8
Handling Practices	13	39.4
Guidelines on Resource Use by Non-library People	15	45.4

When given the option to list other informal preservation practices within the library again electronic storage guidelines, such as burning to CD items such as electronic copies of the newspapers and digital photographs, was listed.

What factors cause newspaper libraries to adopt formal preservation strategies?

Because so few respondents have formal preservation strategies it is not possible to generalise about what causes the newspaper libraries to adopt them. One possible cause for adopting a formal preservation approach could include participation by a staff member in a preservation organisation such as the Historic Preservation Society which would provide impetus and possibly skills for developing preservation strategies.

Disasters appear to cause some libraries to alter their storage conditions for that particular kind of disaster, such as raising resources from the floor after a flood, but not necessarily consider other potential disasters such as mould outbreaks or fire. In some cases a disaster plan may be contemplated after the occurrence of a disaster, but may not be adopted.

Removal of the newspaper's operation and storage to a new purpose-built site may cause consideration and adoption of formal preservation strategies to best maximize the new situation. Although not mentioned by any respondents in this research, insurance requirements may also be a factor in the adoption of formal preservation or disaster planning strategies.

What proportion of newspaper libraries is considering implementing a formal preservation strategy?

Of the five respondents interviewed, none had a formal preservation strategy. Four thought it was a good idea to have something like a preservation document or a disaster plan but three were not likely to do anything about beginning one. The last of those four said they would consider putting something together in preparation for a move to a new site in the near future. As this was a new idea, the level of detail anticipated in any formal preservation document was unknown and unable to be predicted.

The fifth interviewee is not considering a formal preservation strategy or anything similar because he feels his current actions regarding preservation do not require documentation. He appears to have given considerable thought to the preservation of the products of the newspaper, especially photographs.

5.0 Conclusions

5.1 Key Findings

Most of the people responsible for looking after newspapers' resources are interested in or concerned about preservation of those resources. But there are restrictions, usually managerial, such as space, money, and staff, which mean preservation and disaster planning either do not exist or are not as good as they could be. This is reflective of Pember's statements regarding Risk Management Theory as discussed in section 1.2. She determined that managerial or administrative support was the most significant factor in the success of preservation and disaster planning strategies (1996). However, managerial support for preservation and disaster planning is often dependant on the perceived risk of a disaster occurring and the potential cost of establishing policies and plans (Bieri, 2002).

Another constraint regarding preservation and disaster planning in the newspaper industry is that because the media is very competitive in terms of access to and sharing of information, many organisations dislike sharing knowledge even for something as worthwhile as preservation. This could mean that some people would not be encouraged to participate if there was a group of newspaper librarians meeting to discuss preservation.

Newspaper libraries seem to have been lucky in not having had many disasters. Some libraries made changes to storage or policy after experiencing a disaster, but some did not make any changes and, perhaps because the disaster happened a long time ago (a fire in 1903), did not know whether any policy or storage changes had been made. Recent flooding in some parts of New Zealand has made newspapers in the areas affected think about the security and safety of their own collections or their resources held elsewhere. Because the instances of disasters occurring in newspaper libraries appears low, the perceived risk of them occurring means that the organisations are acting consistently with Bieri's comments on risk as discussed in section 1.2 of this report.

There is also recognition, especially among community newspapers, that they provide something to the local community. Where this feeling is prominent the newspaper library permits the public to come in and browse through back copies, including historical papers. Although the libraries had not experienced any problems with people doing that (there were no reports of mutilated pages from these

respondents), concern was expressed regarding balancing the use of older newspapers when they are fragile and not wanting to restrict access to them. Maintaining these collections is not the primary role of a newspaper publisher; many use local public libraries or the National Library of New Zealand for this purpose. This appears to be in accordance with Contingency Theory which states that organisations take into account various factors when deciding on an approach to a problem such as preservation (Fry and Smith, 1987; Robbins et al, 2000). In some instances the resulting decision by an organisation may be to do nothing until a problem actually arises and needs to be dealt with.

5.2 Recommendations

- The National Library of New Zealand to contact newspaper publishers to remind them of their legal deposit obligations with the National Library and perhaps set up a link on the Newspaper Publishers Association website, or some other similar site, regarding this issue.
- The National Library of New Zealand to provide best practice guidelines for storage and handling of resources likely to be held in a newspaper library such as newspapers and photographs, either through a website link or an information package sent to the newspaper publishers.
- A targeted campaign aimed at the newspaper industry by the National Library of New Zealand to raise awareness of the National Library's preservation services, such as consultation and advice.
- The Library and Information Association of New Zealand Aotearoa (LIANZA) to invite newspaper library staff to join and participate in discussions on such issues as management and preservation and with special interest groups within LIANZA such as the Special Libraries Group.

5.3 Further Research

Further research is required on this topic to further broaden and deepen the understanding of preservation and disaster planning issues in the newspaper publication industry. The following are

issues which relate to this topic but were not included in this project and are potential future research projects:

- electronic and digital preservation issues in newspaper libraries;
- the impact of legal requirements such as health and safety regulations, insurance requirements and fire safety compliance, on preservation in the newspaper publication industry.

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Appendix 1: Cover letter and Questionnaire

[VUW header]

To the Librarian or Person Responsible for Backfiles and Resources:

RE: Newspaper libraries and preservation

Please find attached a questionnaire on the preservation aspects of physical resources within a newspaper library. This survey is being conducted as original research in partial fulfillment of a Master of Library and Information Studies degree at Victoria University of Wellington.

The survey seeks to determine the state of preservation in New Zealand newspaper libraries, including what is being done and why and whether the libraries or newspapers have policies or plans in place for preservation and disaster preparedness.

The survey is intended to be completed by the librarian at a newspaper. However, because many newspapers may not have libraries, the survey can be completed by whoever is responsible for maintaining the physical products of the newspaper. These products may include the newspapers themselves, clippings of articles, photographs and photographic negatives. The survey will take about 10 to 15 minutes to complete.

Please return your completed survey by 31 March 2005. Responses to the survey are anonymous except for those from respondents who provide their contact details indicating their willingness to participate in interviews. These details will not be used in the data analysis. Return envelopes are coded to allow for follow-up of late responses. Data obtained from the questionnaires will be used in the research report. Return of the questionnaire indicates consent to use the information supplied.

A second part to the research will involve telephone interviews. If you are interested in participating in a short interview to further discuss the preservation issues of newspaper libraries please include your contact details at the end of the questionnaire. Participants do not need to have a disaster plan or a preservation strategy as a wide range of backgrounds is sought. Interview participants are free to withdraw from the research project at any stage up to 30 April. Interview participants will be sent a separate information and consent form. Opinions revealed in the interviews will not be attributed to individuals.

The Victoria University of Wellington's Informatics Group Human Ethics Committee has approved this study. A summary of the research results will be distributed to all newspaper libraries who respond and the report held in the university's library. The results may be published in journals or used in conference papers in the future. Written material will be stored in a locked file and electronic material in a password-protected file with access restricted to the researcher. All material will be destroyed two years after the conclusion of the research.

If you have any questions, please contact me or my supervisor, Lynley Stone.

Lesley Longstaff
(09) 302-1300, lesley.longstaff@paradise.net.nz
4/31 Saltaire Street
Avondale
Auckland

Lynley Stone, MLIS Auckland Tutor, (09) 449-0761 or lynley.stone@vuw.ac.nz

Preservation and Disaster Planning in New Zealand newspaper libraries

Please complete this questionnaire as completely as possible. If you require additional space for your answers, please use the back side of the paper and clearly indicate which question you are answering.

1. **Does the newspaper have a library?** (please circle) Yes/No.

If not, please state the title (e.g. archivist, receptionist) of the person responsible for the storage and management of the newspaper's products (back copies, photographs etc.): _____

Please note: From this point the survey will use the terms "library" and "librarian" to refer to those functions although the terminology may not be used at each newspaper.

2. **How many staff are responsible for the storage and management of the newspaper's products: Full-time? _____ Part-time? _____**

3. **Do any of the above staff have a library or archives qualification or training?** Yes/No
What qualification or training? _____

4. **Does any staff member have preservation or conservation experience?**
 Yes/No
 Please elaborate: _____

5. **For how many newspapers does the library keep products?** _____

6. **How frequently are the newspapers published?** (Tick all that apply. If there is more than one newspaper published twice a week, for example, please indicate the number.)

Daily

Three times a week

Twice a week

Weekly

Fortnightly

Other (please elaborate): _____

7. **For what newspaper products is the library responsible?** (Tick all that apply)

- Clipping files
- Photographs
- Negatives
- Microfilm/fiche
- Textual databases
- Digital photo databases
- Previous copies

Other (please specify): _____

8. **Do you rely on other organizations or libraries to store and maintain any of the newspaper's products instead of keeping them yourself?** Yes/No

If yes, which other facilities do you rely on? (Tick all that apply)

- The National Library of New Zealand
- Local public library
- Commercial storage

Other: _____

c. **What is held there (e.g. 1980s photos, all previous newspapers)?** _____

d. **Why are they there?** (Tick all that apply)

- Space considerations
- Environmental conditions
- Financial reasons

Other: _____

e. **For how long have the arrangements been in place?** _____

9. a. **Has the library ever experienced a disaster (an event which damaged resources)?** Yes/No

b. **How many?** _____

10. a. **What was the nature of the disaster(s)?** (Tick all that apply)

- Water
- Fire
- Theft
- Mutilation
- Earthquake

Other: _____

b. Describe the circumstances and severity of the disaster(s) experienced
(note: if additional space is required, please attach any extra paper used):

11. a. **Were any changes made to library policy or practice as a result of the disaster(s)?** Yes/No

b. **If yes, what were they?** _____

Please note: Questions 12 to 15 cover preservation (the managerial functions of maintaining library resources) and disaster plans (steps to take when resources get damaged); while questions 16 to 20 seek your opinions.

12. a. **Does the library have a formal (written) preservation strategy?** Yes/No

b. **If so, what does it cover?** (Tick all that apply)

- | | |
|--|--------------------------|
| General cleaning | <input type="checkbox"/> |
| Maintenance of ventilation systems | <input type="checkbox"/> |
| Maintenance of equipment | <input type="checkbox"/> |
| Microfilming of newspapers | <input type="checkbox"/> |
| Binding of newspapers | <input type="checkbox"/> |
| Handling practices | <input type="checkbox"/> |
| Guidelines on resource use by non-library people | <input type="checkbox"/> |
| Other: _____ | |

c. **If not, why not?** _____

13. a. **Does the library have informal (unwritten) preservation practices?**
Yes/No

b. **If so, what do the library's informal preservation practices include?**
(Tick all that apply)

- | | |
|------------------------------------|--------------------------|
| General cleaning | <input type="checkbox"/> |
| Maintenance of ventilation systems | <input type="checkbox"/> |
| Maintenance of equipment | <input type="checkbox"/> |
| Microfilming of newspapers | <input type="checkbox"/> |
| Binding of newspapers | <input type="checkbox"/> |

Handling practices
 Guidelines on resource use by non-library people
 Other: _____

c. **If not, why not?** _____

14. a. **Does the library have a written disaster plan?** Yes/No

b. **If so, what do the formal disaster plan and preservation strategy include?** (Tick all that apply)

People to inform in case of disaster
 Outside contacts for preservation or restoration
 Procedures to follow in case of disaster
 Steps to follow in restoring damaged resources
 Identification of valuable or priority resources
 The bill-payer
 Security considerations
 Cleaning schedules for resources
 Usability evaluations of resources
 Environmental conditions
 Education on handling of resources
 Microfilming schedules
 Digitization schedules
 Other: _____

c. **If not, why not?** _____

Perceptions of disaster plans and preservation

15. **If a disaster plan and/or preservation strategy exists, how is it supported by the company's management?** (Tick all that apply)

Through monetary support
 Through equipment supplies (cleaning equipment)
 Through participation in procedure planning
 Through workshops and training
 Other: _____

16. **In your opinion, how important is disaster planning and preservation to the library?**

Highly important Moderately important Somewhat important Not important

17. In your opinion, how useful will a disaster plan and/or preservation strategy be to the library?

Highly useful Moderately useful Somewhat useful Not useful

Co-operation

18. In your opinion, how important is co-operation among media libraries, specifically newspaper libraries?

Highly important Moderately important Somewhat important Not important

19. In your opinion, how useful would co-operation among media libraries, specifically newspaper libraries be, on disaster planning and preservation concerns?

Highly useful Moderately useful Somewhat useful Not useful

Please note: If you have any further comments, please include them here:

Please return this survey by 31 March 2005 in the attached envelope to:

Lesley Longstaff
4/31 Saltaire St.
Avondale
Auckland 1007

If you are interested in participating in interviews to further discuss preservation and disaster planning in newspaper libraries, please provide the following details:

Name: _____ **Phone number:** _____

Postal Address: _____

Thank you for your time.

Appendix 2: Interview Questions

Interview questions

Demographics

1. How many people are responsible for the newspaper's products (clippings, photos, back copies etc)?
2. How many papers is the library responsible for maintaining the products of?
3. How frequently are the papers published?
4. What is the circulation of the papers (national, local)?
5. For how long has the newspaper existed?

Library and products

6. Does the newspaper have a library? If not, what mechanisms are used for storing resources?
7. What products (clippings, photos, back copies etc) does the library maintain?
8. How far back do you keep the products (6 months, 5 years, beginning)?

Policies

9. What strategies or policies on preservation and disaster planning are in place at the library? Are any planned?
10. Are these strategies or policies written or not?
11. Who is responsible for writing and revising them?
12. What are the reasons for having or not having a written plan?
13. What is the most significant reason?
14. Does management support the existence of the plan? How?

Disaster plans

15. If there is a disaster plan, has it ever been used?
16. How successful was it to implement?
17. Has the library experienced previous disasters?
18. What actions took place for dealing with the disasters?

Preservation

19. How do you define preservation?
20. Is preservation important in your library?
21. What services do you provide for your journalists?
22. Do you provide any services to the public? E.g. reading rooms, research.
23. Do you rely on national or public libraries for any preservation?
24. How does this affect the services you provide?
25. How important is it for newspapers themselves to be involved in preservation?

Cooperation

26. Would you participate in cooperation between other newspaper libraries or other media libraries on preservation issues?